



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**Verizon North Inc.**  
**for quarter ending December 31, 2005**

<b>Out of Service More Than 24 Hours</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$1,624.86	\$973.60	\$2,251.18	\$4,849.64
B. Number of credits issued for repairs - 24 - 48 hours	208	179	439	826
C. Number of credits issued for repairs - 48 - 72 hours	27	14	56	97
D. Number of credits issued for repairs - 72 - 96 hours	15	6	5	26
E. Number of credits issued for repairs - 96 - 120 hours	7	2	5	14
F. Number of credits issued for repairs > 120 hours	2	0	1	3
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	248	469	121	838
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$1,638.52	\$2,276.05	\$2,967.95	\$6,883.00
B. Number of installations after 5 business days	72	83	125	280
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	2	0	2
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	1,248	1,051	1,280	3,579
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$5,800.00	\$5,500.00	\$4,950.00	\$16,250.00
B. Number of customers receiving credits	116	110	100	326
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	61	24	12	97

**Comments**